



Professional Series Pre-Course Work

Interview your Direct Supervisor in order to answer the following questions.

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

To gain a more complete understanding of how to manage your inventory as it pertains to customer satisfaction and how it impacts the bottom line.

2. What would you like me to bring back to the workplace as a result of this training?

A plan to improve the right stocking levels to eliminate outside purchases, get obsolescence under control and implement ways to operate more efficiently.

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

Through management meetings and accountability to implement process improvement.

4. How will what I learn be integrated into day-to-day work upon return?

Being held accountable by me to implement your plan.



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5. In your role as a Direct Supervisor, what three things challenge you the most?
 1. Personnel
 2. Customer Experience
 3. Profitability

Self-reflect on the following question:

1. What is my purpose for attending this course?

As a manager who's been at the helm for several years I hope to be enriched with information that I may not currently know to help be a stronger manager.

Thank you for your participation! See you in the course.